
JTAC INcite (Indiana Court Information Technology Extranet)

DCS Probation Frequently Asked Questions

Date: 3/17/09

Basics

Who is JTAC?

JTAC is the Judicial Technology and Automation Committee. The Committee was established in 1999 by the Indiana Supreme Court in recognition of the growing impact of modern computer technology and innovation on the business of the judiciary and the need for uniform policies on implementation of information technology within the Indiana judicial system.

What is INCite?

INCite stands for Indiana Court Information Technology Extranet. It is a web site "portal" for state and local agencies to access the various JTAC applications.

What is the DCS Probation application?

The Department of Child Services (DCS) Probation application is an application on INCite for juvenile probation staff to submit required information to the ICWIS database. The application has been developed through a joint effort from JTAC and the Department of Child Services to address HB1001 requirements for IV-E Eligibility, payment for services and placements in juvenile cases and Federal reporting requirements.

What is ICWIS?

ICWIS stands for Indiana Child Welfare Information System. It is a database maintained by the Department of Child Services. Information entered using the DCS Probation application is submitted to ICWIS securely through the internet.

When do I need to use the DCS Probation application?

When services or a placement have been ordered by the Court in a delinquency case AND the Department of Child Services has been ordered to pay, you must enter and submit the case using the DCS Probation application. Failure to do so will result in the services or placement not being paid for and, potentially, service providers ending their services or billing your county directly.

How do I access the DCS Probation application?

From any internet connected computer, go to the web address <https://www.mycourts.in.gov> and follow the steps in the "INcite Basics" section in this guide.

What do I do if I forget my password?

At the INcite log in screen, click Login without entering a username or password. Then, click the "Forgot Password" button and follow the instructions provided.

Can I use the DCS Probation application from anywhere?

Yes. You can access the DCS Probation application from any internet accessible computer running either Internet Explorer 7 or Firefox 3. Currently, IE 6 or earlier versions and IE 8 are not supported. Firefox 2 or earlier versions are also not supported.

Forms and Documents**I want a form to fill out for this information before I enter it in the DCS Probation application. Is there a form I can use?**

Yes. A form is available for download. To access this blank form, click the INcite logo from any page. Under the "Documents" menu click DCS. The offline form is found under the Forms & Worksheets section.

Where can I download a copy of this FAQ and the Quick Reference Guide?

Click the INcite logo from any page. Under the "Documents" menu click DCS. The FAQ and Quick Reference Guide are found under the Help & Support section.

Do I need to turn in anything to my local DCS office?

No. Your local DCS office staff is no longer involved in this process.

Do I still need to get verification documents from the case participants?

Yes. You still need to collect verification documents such as birth certificates, social security cards, employer pay stubs, etc. You also need to make copies and keep them in the case file.

Do I need to send any form with information on IV-E to the State or another agency?

No. All the information that is required is entered into the DCS Probation application.

I need a hard copy of the case to put in the file. Can I print it out somehow?

Yes. Prior to or after submitting the case, click the "Download PDF" button located at the top right corner of the page when viewing the "General" tab. You may save or print the document.

Services and Out of Home Placements

The Judge has ordered services in a case and the State has been ordered to pay. How do I enter the case in the DCS Probation application?

Follow the steps in the "Enter and Submit a Services Only Case" section in the Quick Reference Guide.

A juvenile was ordered to secure detention. He was released to his parents or guardians at his detention hearing. Do I need to enter a case on the DCS Probation application?

No, unless there were services or a placement previously ordered in the same court case. Because the State was not ordered to pay for the detention, there is no need to enter this case.

A juvenile was ordered to secure detention. He was placed in a residential facility at his detention hearing. The State was ordered to pay for this. Do I need to enter a case on the DCS Probation application?

Yes. You must create and enter a case because the State was ordered to pay for the placement. When creating the case, add the detention as the first placement and then the residential placement.

The Judge has ordered a placement in a case and the State has been ordered to pay. How do I enter the case in the DCS Probation application?

Follow the steps in the "Enter and Submit a Placement Case" section in the Quick Reference Guide.

Where do I enter financial information for IV-E eligibility on a "services only" case? The "tabs" aren't there.

Financial, hearing and education information is not required for "services only" cases, therefore those tabs are not made available.

The Judge has ordered that the juvenile be released from placement and returned home. Do I need to change this on the placement case I have submitted?

Yes. If the Judge continues the juvenile on probation and orders a "trial home visit" you must add a new placement to the case called "Trial Home Visit". To open and edit the case follow the steps outlined in the "Open and Update a Case" section in the Quick Reference Guide. To add this as a new placement, click the "Add Trial Home Visit" button and complete the screen that follows. If the juvenile is released from probation you must close the case following the steps outlines in the "Close a Placement Case" section in the Quick Reference Guide.

I don't know the Resource ID or License Number of the service provider or placement I need to search for and enter on a case. What do I do?

You do not need to know them to search for a service provider or placement facility. Select the County in which the provider is located or select "Search All", enter part or all of the name in the "Resource Name" field and click "Search". You can leave all the fields blank to display all of the providers in the selected county.

When entering a placement case, what dates should I enter for "Date Physically Removed From Home" and "Date Last Lived With Legal Guardian"?

For "Date Physically Removed From Home", enter the date the juvenile was first removed from his home by an order of the Court. If the juvenile was placed into detention prior to being placed in residential or foster care, enter the date he was placed in detention NOT the date he entered the residential placement facility or foster home. For "Date Last Lived With Legal Guardian" enter the actual date the juvenile last lived with his parents or legal guardians. Depending on the circumstances, this may or may not be the same date as "Date Physically Removed From Home".

I am entering a placement in a case and I need to select a relationship but the placement is not a relative of the child (such as a residential facility). What do I do?

Select "none" from the list.

A juvenile in a placement has absconded from the placement. Do I need to change this on the placement case I have submitted?

Yes. You must add a new placement to the case called "Runaway". To re-open and edit the case follow the steps in the "Open and Update a Case" section in this guide. To add Runaway as a new placement, click the "Runaway From Placement" button and complete the screen that follows.

The Judge has ordered a service or placement that does not appear when I search for it or the service is not in the drop down list as an option to select. What do I do?

Send an email to the Department of Child Services and ask to have the provider added to ICWIS. The email address is:

DCSResourceUnit@dcs.in.gov

Entering and Submitting Cases

I have started to enter a case on the DCS Probation application but I still have some information to collect. I don't want to lose what I have put in. What do I do?

Log out or simply close the application. As with any case that has not been submitted, it is referred to as a "pending case" and can be found in the "View Pending Cases" list.

What is a "pending case"?

A case you have begun to enter but have not yet submitted to ICWIS will remain in the Pending Cases" list. When you add a placement to a case that was originally submitted as a "service only" case, the case will temporarily be placed in the "Pending Service to Placement" list until you submit the case. When you re-open a case that has been closed, the case will temporarily be placed in the "Pending Re-Open Cases" list until you submit the new case.

For earned income, unearned income and assets what is meant by "removal month"?

For Earned Income and Unearned Income, enter the amount the person actually received up to the date of removal in the removal month only. For Assets, enter the assets the person had in the month of removal up to the removal date.

For earned income, unearned income and assets what is meant by "ongoing"?

The "ongoing" sections are to be completed when the case plan is created or updated to reflect changes in income and assets.

Why would I need to "mark as error" a placement?

You will need to "Mark as Error" a placement if it has been entered in error. Doing so will void any placements added after the one you are voiding.

I have clicked the submit button. Am I done?

Yes! The case is immediately sent to the ICWIS database and can only be accessed by using the "Search ICWIS Cases" function. Refer to the "Open and Update an Active Case" section of the Quick Reference Guide for more information.

I have submitted a case but I made a mistake and need to correct it. What do I do?

If you need to make any changes, follow the steps in the "Open and Update a Case" section in the Quick Reference Guide. If you entered an incorrect date for "Date Physically Removed From Home", you will need to contact the JTAC Help Desk to have the date corrected for you.

I have completed a Case Plan as required. Do I need to do anything on the case I have submitted using the DCS Probation application?

Yes. Employment, ongoing unearned income, ongoing assets, education and permanency plan information must all be entered or updated on the case at this time. To re-open the case follow the steps in the "Open and Update a Case" section in the Quick Reference Guide.

I have updated the Case Plan as required. Do I need to do anything on the case I have submitted using the DCS Probation application?

Yes. Employment, ongoing unearned income, ongoing assets, education and permanency plan information must all be updated on the case at this time. To re-open the case follow the steps outlines in the "Open and Update a Case" section in the Quick Reference Guide.

Can I use "Search ICWIS Cases" to bring up active placement or service cases that were started before January 1, 2009?

Yes. Active cases entered prior to January 1, 2009 can be opened using the DCS Probation application. To open a case follow the steps in the "Open and Update a Case" section in the Quick Reference Guide.

Closing Cases

What does it mean to close a case and when do I need to do it?

Closing a case in the application will close the case in ICWIS. You will only close the case when the juvenile has been released from probation and the Court case has closed.

The Judge has terminated services in a case. Do I need to change this on the services case I have submitted?

Yes. If the Judge continues the juvenile on probation, enter the end date of the service. To re-open and edit the case follow the steps in the "Open and Update a Case" section in this guide. If the juvenile is released from probation you must close the case following the steps outlines in the "Close a Services Only Case" section in this guide.

The juvenile in a case I have submitted has been released from probation. What do I do?

Follow the steps in the "Close a Placement Case" or "Close a Services Only Case" section of this guide.

What does it mean to Re-open a case and when do I need to do it?

Re-opening a case means you are creating a new case from a case that has been closed. The ICWIS case number will remain the same. For example, if a juvenile was receiving services or was in placement and then released from probation, the case in ICWIS would have been

closed. If that same juvenile is placed on probation again and is ordered to receive services or placement, a new case is created but much of the general information is carried over from the old case.

Miscellaneous

I am supervising a juvenile that has been transferred from another county. The Judge in the county the juvenile was adjudicated in has ordered services in the case. Do I need to do anything in the DCS Probation application?

No. The juvenile probation staff in the county in which the juvenile was adjudicated in is responsible to enter, submit and update the case using the DCS Probation application.

I have a juvenile on my caseload that has an open delinquency case in another county. The Judge in the other county has ordered services in that case. Do I need to do anything in the DCS Probation application?

No. The juvenile probation staff in the county in which the service was ordered is responsible to enter, submit and update the case using the DCS Probation Application.

I have a juvenile on my caseload that has an active delinquency case in another county. Both Courts have ordered services for the same juvenile. What do I do?

The Department of Child Services does not allow this. Discuss this situation with your supervisor or Judge to resolve the issue so that only one Court is ordering services in the case.

Can I make changes in cases that other people in my county probation office have submitted?

Yes. You may make changes to cases that have been started or submitted by other DCS Probation users in your county. Cases that have not yet been submitted are found by clicking on the "Pending Cases" image on the Home screen. To re-open a case that has been submitted follow the steps in the "Open and Update a Case" section in this guide.

Can I make changes in cases that people in another county probation office have entered?

No. You may view cases that have been submitted by other counties by

clicking on the "Search ICWIS Cases" image on the Home screen. You cannot make any changes to these cases.

I have other questions that I can't find the answer to in the manual, Quick Reference Guides or this FAQ. Who can I contact for answers?

Contact the JTAC Help Desk

Phone: (317) 234-3084

Toll Free: 888-275-5822 (888-ASK-JTAC)

Fax: (317) 234-2605

Help Desk Email: jtachelpdesk@jtac.in.gov